

## Enterprise Applications: Content Management

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**Definition(s):**

Content Management allows an organization to quickly and easily develop, deploy, and maintain content in a web-based enterprise, without requiring knowledge of HTML or the structure of the underlying Web sites. A Content Management System provides features such as multi-level access control, template authoring, workflow management, version control, and content distribution to allow organizations to effectively manage their sites across the enterprise.

**Rationale:**

The state needs an effective enterprise capability for content owners to create, update, approve, publish, and maintain Web pages and applications. Content Management will fulfill these requirements.

Essential functions and features that support these requirements are:

- Browser-based interface
- Compatible with most commonly-used development tools
- Template-based publishing
- Revision tracking, page archiving, and update scheduling
- Flexible user-specified workflow
- Integration of content transactions and business processes across internal and external applications and enterprise systems
- Content tagging based on standard and/or customized thesaurus
- Asset access control and user authentication
- Scalability of Web sites that range from small to large, complex installations.
- Content deployment across separate Web sites and firewalls

**Approved Standards:**

HTML (HyperText Markup Language) support

XML (eXtensible Markup Language) support

Use of and integration with LDAP (Lightweight Directory Access Protocol)

**Approved Products:**

Interwoven

**Guidelines/Technical Considerations:**

Content Management will be offered as an enterprise line of service to all state agencies.

Agencies will be able to acquire the full capability of the Content Management offering from the enterprise system without installing an agency-specific server configuration.

**Review Cycle:**

2 years

**Timeline:**

Issued: September, 2002

**Transition:**

The Division of Administration and the INFO Louisiana web assets will initially utilize this line of service beginning in November 2002. The transition to this line of service by other Departments/Agencies will be dictated by their justification to adopt content management as a web support capability. Agencies are responsible for developing their individual transition plans.

**Procurement:**

A state contract has been negotiated with the software vendor. Under the state contract, agencies directly purchase (1) Integration and Installation support, (2) training, (3) User Seat licenses, (4) Receiver software and (5) software maintenance.

For more information or to enroll for this line of service, contact the Office of Electronic Services.

Date: \_\_\_\_\_

Approved by: \_\_\_\_\_